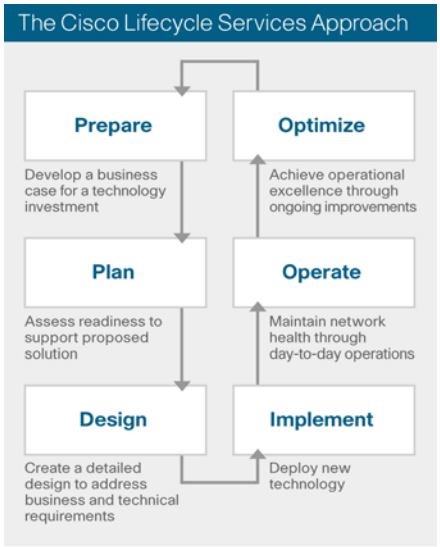
Cisco Unified Communications Predeployment, Deployment, and Postdeployment Service Bundle

Successfully deploy a secure, resilient Cisco Unified Communications solution, accelerating business advantage.



The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

Service Overview

Cisco Unified Communications solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering an easy-to-use, media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enable users to connect, anywhere, anytime, and anyplace, using any medium, device, or operating system.

You can best realize these benefits with a solution that has been deployed effectively. By properly assessing and addressing critical business and technical requirements prior to implementation, you can prevent costly delays, improve service quality, and deploy a solution that meets your business needs now and in the future.

Effective Planning for Smooth Deployment

The Cisco Unified Communications Predeployment, Deployment, and Postdeployment Service Bundle helps identify and proactively address crucial technical and business issues before you expend time and resources implementing your Cisco Unified Communications solution.

Cisco engineers with years of experience deploying voice solutions assess your needs and can work with you and our Cisco Certified Partners to help you get the most out of your migration. Cisco engineers are experts in unified communications and are uniquely able to identify critical gaps in the technical and operational aspects of deployments.

We can gauge how prepared you are to deploy your Cisco Unified Communications solution and help you get ready. Deliverables that help with successful deployment include reports, recommendations, and action plans.

This bundle contains the services Cisco views as essential to successfully deploying your solution:

- Cisco Collaboration Assessment Service for Unified Communication (UC) Pre Deployment, Formerly Known as Cisco Unified Communications Predeployment Assessment Service
- Cisco Unified Communications Deployment Support Service
- Cisco Collaboration Assessment Service for Unified Communication (UC) Post Deployment, Formerly Known as Cisco Unified Communications Postdeployment Assessment Service

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Cisco Collaboration Assessment Service for Unified Communication (UC) Pre Deployment

A detailed evaluation of network and staff readiness to support your Cisco Unified Communications solution is necessary prior to any new implementation.

Cisco engineers interview your staff and examine your network to understand your business goals and technical requirements. We review critical details such as the design of your network infrastructure, hardware, and software; LAN and WAN bandwidth; and site-related issues. These efforts help identify factors that could lead to performance and scalability problems later on. We assess the capability of your operational staff to support the newly deployed solution. Based on assessment findings, we make recommendations to help you resolve issues and plan your deployment correctly. (See Table 1.)

Table 1. Cisco Collaboration Assessment Service for Unified Communication (UC) Pre Deployment Activities and Deliverables

Activities	Deliverables
Network readiness assessment: • Review proposed Cisco Unified Communications design and solution requirements • Gather and review your network documentation • Analyze your current network infrastructure and its readiness to support the proposed Cisco Unified Communications solution • Assess your current voice infrastructure and its configuration to support the Cisco Unified Communications solution • Perform and document gap analysis	Network readiness assessment report and remediation plan
Operations support roadmap planning: • Review the proposed operations model • Gather and review information about your current operations support infrastructure • Gather and review information about your current support model processes and procedures • Gather and review information about skills and knowledge requirements for supporting Cisco Unified Communications • Perform and document gap analysis	Operations readiness assessment report and remediation plan

Cisco Unified Communications Deployment Support Service

A well-defined and implemented test plan can help reduce deployment time and solve potential problems before they affect communications.

Cisco engineers work with your team to review your solution design and confirm its conformance to your business requirements and to industry best practices. We support your staff in developing a systems acceptance test plan and in using that plan to validate the deployed system's conformance to your specified requirements.

In addition, this service provides access to Cisco engineering expertise to effectively support you during the implementation phase of your Cisco Unified Communications solution deployment, whether your implementation is led by a Cisco Certified Partner or your voice staff. (See Table 2.)

Table 2. Cisco Unified Communications Deployment Support Service Activities and Deliverables

Activities	Deliverables
Detailed design review and support: • Review your documentation, including detailed system requirements, high-level design, and any existing voice-over-IP infrastructure, traditional infrastructure integration, network dial plan, and core and advanced voice services • Support the design of the Cisco Unified Communications solution and collaboration services • Review end-user functional templates • Support system security design • Review your system backup and disaster recovery strategies and provide recommendations • Review and support the design of system component configurations • Support design validation • Support the finalization and presentation of the detailed design	Detailed Cisco Unified Communications systems design supported by Cisco

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Activities	Deliverables
System acceptance test plan review and support: • Review and validate your system acceptance requirements • Review your system acceptance test plan • Provide recommendations based on Cisco best practices • Support the finalization and presentation of the system acceptance test plan	Cisco support for the development of your system acceptance test plan
System acceptance testing support: • Support your preparation for implementing the Cisco supported system acceptance test plan • Support your implementation of test cases as defined in the system acceptance test plan that Cisco has reviewed and supported • Review test results	Cisco support for acceptance testing of your Cisco Unified Communications solution
System implementation support: • Support you in your preparation of the network environment for the implementation of the Cisco Unified Communications system • Support you in your installation, configuration, integration, and testing of the site-specific system infrastructure components • Support you in your installation, configuration, integration, and testing of the voice application components • Review your documentation regarding implemented system components, third-party components, devices, and applications • Participate in your post-system-implementation meeting	Cisco support during the implementation of your Cisco Unified Communications system

Cisco Collaboration Assessment Service for Unified Communication (UC) Post Deployment

After you have successfully deployed your Cisco Unified Communications solution, postdeployment assessment helps you keep it stable and operating efficiently. Cisco engineers make recommendations for improving the stability, efficiency, and maintainability of your Cisco Unified Communications solution and identify any knowledge gaps that might have emerged during system deployments. Addressing these primary areas sets the stage for optimizing your Cisco Unified Communications solution for peak performance. (See Table 3.)

Table 3. Cisco Collaboration Assessment Service for Unified Communication (UC) Post Deployment Activities and Deliverables

Activities	Deliverables
Conduct a Cisco Unified Communications stability audit: • Identify improvements necessary for stability, efficiency, and maintainability of the Cisco Unified Communications solution • Examine the network components and capture information and deltas between Cisco implementation best practices and existing configurations on the components and applications the Cisco Unified Communications solution includes	Stability audit report that describes areas of concern and includes a remediation plan
Assess Cisco Unified Communications operational readiness: • Review the proposed operations model • Gather and review information about the current operations support infrastructure • Gather and review information about the customer's skills and knowledge requirements for supporting Cisco Unified Communications • Perform and document gap analysis	Operations readiness assessment report and remediation plan

Benefits

The Cisco Unified Communications Predeployment, Deployment, and Postdeployment Service Bundle helps you successfully deploy a Cisco Unified Communications solution. Drawing on extensive experience, leading practices, and advanced tools, Cisco engineers help you achieve a range of benefits, including substantial cost savings and productivity gains. This is accomplished by reducing the time required for successful deployment; working with your voice staff to transfer the knowledge required to operate and manage the new solution; and guiding you through each phase of planning, design, and implementation.

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The Cisco Unified Communications Predeployment, Deployment, and Postdeployment Service Bundle helps you:

- Avoid expensive, time-consuming, and intrusive redesign through proper planning and design early in the lifecycle
- Reduce the risk of downtime by using a reference document for proper implementation
- Decrease implementation time by helping ensure that testing goals and processes are clearly defined and based on Cisco best practices
- Increase Cisco Unified Communications solution reliability and efficiency with correct implementation based on proper architectural objectives, low-level design, and solution implementation plan
- Achieve your Cisco Unified Communications architecture and design goals by taking a structured approach for validation and testing

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

Availability and Ordering

The Cisco Unified Communications Predeployment, Deployment, and Postdeployment Service Bundle is available through Cisco or Cisco Certified Partners globally. Details might vary by region.

For More Information

For more information about the Cisco Unified Communications Predeployment, Deployment, and Postdeployment Service Bundle or other Cisco Services, visit www.cisco.com/go/ucservices or contact your Cisco service account manager.

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